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Module 4: Servicing Clients - Basics > Using Startmatic® 2.0

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CGP - 101 Blended Delivery
TP

Maintaining SOW commitments

When posting hours in Startmatic® 2.0 for an application, SOW commitments can be viewed at the following locations:

Startmatic® will indicate if your Independent Business is meeting the Independent Business SOW commitment.

The Independent Business's SOW commitments are shown in the top row. Your posted hours are indicated on the bottom row. Note: This grid may not display every SOW rule in your Independent Business's SOW.

Thank you for fulfilling your Priority Commitment. See priority adherence for details.

Manage My Schedule

Application	Week Of	Units	Hrs Set	Ind Cap	Cap/Lit Date/Time	Max Cap	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
Brown Bag	04/10/2010	45.0	20	20	04/04/2010 10:00 AM	30									20
<input type="checkbox"/> Urgent Service Request <input type="checkbox"/> Internal Exception <input type="checkbox"/> Swap Pending <input type="checkbox"/> Swap Granted <input type="checkbox"/> Regular															

Grid showing SOW commitments for Sat 10, Sun 11, Mon 12, Tue 13, Wed 14, Thu 15, Fri 16, Sat 17. The grid displays various SOW rules and their corresponding hours.

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Lisa Carstarphen

From: Sheri Phillips
Sent: Wednesday, January 14, 2015 1:17 PM
To: 'matt rice'
Cc: 'arisecyberagent@gmail.com'
Subject: RE: REMINDER- B&N- ***Security Awareness Continuing Certification 2015***

To: Certified Client Solutions, Llc
ATTN: Matt Rice
CC: Patricia Rice

There is no need to go back to redo it. I will mark you as having completed it.

Thank you for your company's service

Sheri Phillips

Performance Compliance Lead - Arise Virtual Solutions Inc.
3450 Lakeside Drive, Miramar, FL, 33027, US
SPhillips@arise.com

From: matt rice [mailto:mattarroz@gmail.com]
Sent: Wednesday, January 14, 2015 1:15 PM
To: Sheri Phillips
Subject: Re: REMINDER- B&N- ***Security Awareness Continuing Certification 2015***

Hi Sheri

I completed the Security Awareness Training course. I have a scored of 90 but it says that I failed. Is this there anyway I can retake the course?

On Wed, Jan 14, 2015 at 10:10 AM, Sheri Phillips <SPhillips@arise.com> wrote:

To: Independent Businesses
ATTN: CSP Affiliates Providing Services to the Barnes and Noble Program

This is just a friendly reminder to complete the Security Awareness Continuing Certification if you have not already done so. If you have already completed it please disregard this reminder.

Thank you for your company's service

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Sheri Phillips

Performance Compliance Lead - Arise Virtual Solutions Inc.

3450 Lakeside Drive, Miramar, FL, 33027, US

SPhillips@arise.com**From:** Sheri Phillips**Sent:** Friday, January 09, 2015 10:34 AM**Cc:** Bradford Kerley; Sheri Phillips**Subject:** B&N- ***Security Awareness Continuing Certification 2015*****To:** Independent Businesses**ATTN:** CSP Affiliates Providing Services to the Barnes and Noble Program

Our B&N Partners have requested that all CSPs servicing the Barnes and Noble program complete the Security Awareness Certification for 2015. The client is requesting successful completion by Monday, *January 19th, 2015*.

As a condition to maintain the Barnes and Noble.com certification, please ensure that all of your CSPs actively servicing on the Barnes and Noble Program complete the Security Awareness Certification in bnlearning.com.

Please note that on, Tuesday January 20th, 2015, Arise will be suspending any Barnes and Noble.com Statements of Work, the applicable Barnes and Noble.com and accompanying log-in access for those Independent Businesses whose CSPs hold an active Barnes and Noble.com Certification and who have not completed the Course. Suspensions will remain in effect until completion of the Course. The suspension of a Statement of Work will result in the automatic loss of all selected hours. Suspensions can take up to five business days to be reinstated and Statements of Work that have been suspended for a period exceeding 10 calendar days will be terminated without any further notice.


Course ID	Title	Description
Sec_Awareness2015	Security Awareness 2015	Must have a HEAD-SET to participate in this training. This 45 course covers Security Awareness for the Customer Service I

This 45 minute certification contains voice-integration, therefore you must have a headset and audio capability on the computer they are accessing the certification through.

You will need your wil ID to login and the password is Pass@123. If your name is John Smith the login would be wil_jsmith. I have had several CSPs just trying the first letter of the first name and the last name which is not correct. **Please use your wil ID that you use to log in to the BN applications as the login. Please do not reset the password from Pass@123 if you have not done so.** I have heard from a few CSPs that pass@123 was their password with no capital "P" as well so if you cannot access the LMS, please try that password.

LMS Directions

To begin the course please follow the below instructions to access the Barnes & Noble Learning Management System:

1. Go to bnlearning.com and login using your Customer Service LMS user id.
2. **Your customer service ID is the same ID as your NT log-in aka "wil ID" (first initial plus last name, ex: John Smith is wil_jsmith)**
3. Your default password is: Pass@123. **Please AVOID resetting the password.**
 - However, If you have already changed your password, use that updated password.
4. Then click the Course icon  next to the title to access the corresponding registered course (**Security Awareness 2015**).
 - After clicking the **play button** in the bottom right corner to move to the next screen, use the Page Up/Page Down keys for easier navigation of the course.

Please reach out to me for a password reset if you are unable to access the bnlearning.com site.

Thank you for your company's service

Sheri Phillips

Performance Compliance Lead - Arise Virtual Solutions Inc.

3450 Lakeside Drive, Miramar, FL, 33027, US

SPhillips@arise.com

Customer Service Opportunities:

Tips and tricks for handling textbook issues.

Think how we can help the customer; pursue all opportunities that you have available, make good business decisions. If needed escalate the call!

I returned the textbook within the specified amount of time, so why was I charged a late fee/buyout fee?

Answer:

Step 1. Ask the customer if he or she has the tracking number then track the package, verify if it was returned within the correct time frame. If yes, then request a refund.

Step 2. What if the customer does not have the tracking number? No problem! Track by reference number, enter the order number, and click on track, the tracking summary will come up. Verify it was delivered within the time frame and request a refund through your follow-up procedure.

Note:

1. Before requesting a refund the CSR should check if the actual charge went through. It's common for the attempted charge for the replacement fee to be declined.
2. No need to request a refund since the charge never went through.
3. Check the Order Status for the late charge/buyout order number

15. I'm calling because I received a damaged rental. What do I do?

Answer: You need to send the damaged book back to BN.com. Then place a new order for the textbook.

1. CSR should instruct the customer they will receive a refund once the return has shipped and we have tracking on the package.
2. CSR will fill out the notes in the SR, then issue follow up request. The follow up team will issue the refund.
3. The follow-up team can check UPS so see if the package is on its way back using the order number through CRM. **Note: The customer must place his or her own order a CSR cannot replace the order in CRM.**

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16. Why was I charged additional fees for not returning the book, (buyout)?

Answer: The returns department inspects all returned textbooks. There may be several reasons a customer was charged for a buyout.

1. The item is determined to be in un-rentable condition the warehouse will assess the customer a replacement fee as for a lost book. The fee equals the current list price minus all rental and late fees already charged.
2. Charges are assessed automatically by date in CRM even if the textbook has arrived at warehouse and has not been unpacked and scanned in. If this occurs the CSR can track the package using the tracking number or the order number through the UPS site to verify the item has been returned. Then submit a follow-up request to issue credit for the customer.
3. The customer shipped the book back to us a couple of days before the due date and expects not to be charged since technically they sent it back before the deadline. Always check CRM and verify if we actually charged the customer for the buyout. Many times the system sends the customer an email informing them of the charge however when CRM attempted to make the charge the CC declines.

If we did not actually charge the customer then inform them the charge did not go through and apologize for the sending of the system generated email. In the case of a charge to the CC ask the customer if you can put them on hold and ask for assistance in chat.

You can act as an advocate on behalf of the customer, it may make sense to accommodate this customer and refund the charge. There will be no need to **escalate** the call and the customer will be satisfied. **Note: The most a customer will ever be charged for a rental is the full list price of the book.**

Note: CSR/follow-up team: When looking up the order in CRM always review the status of the order before attempting to issue a refund.

Before requesting a refund the CSR should check if the actual charge went through. It's common for the attempted charge for the replacement fee to be declined. No need to request a refund since the charge never went through. Check the "Payment" tab in CRM the status will show a red light for declined

17. How should you handle a textbook Lost In Transit (LIT) order?

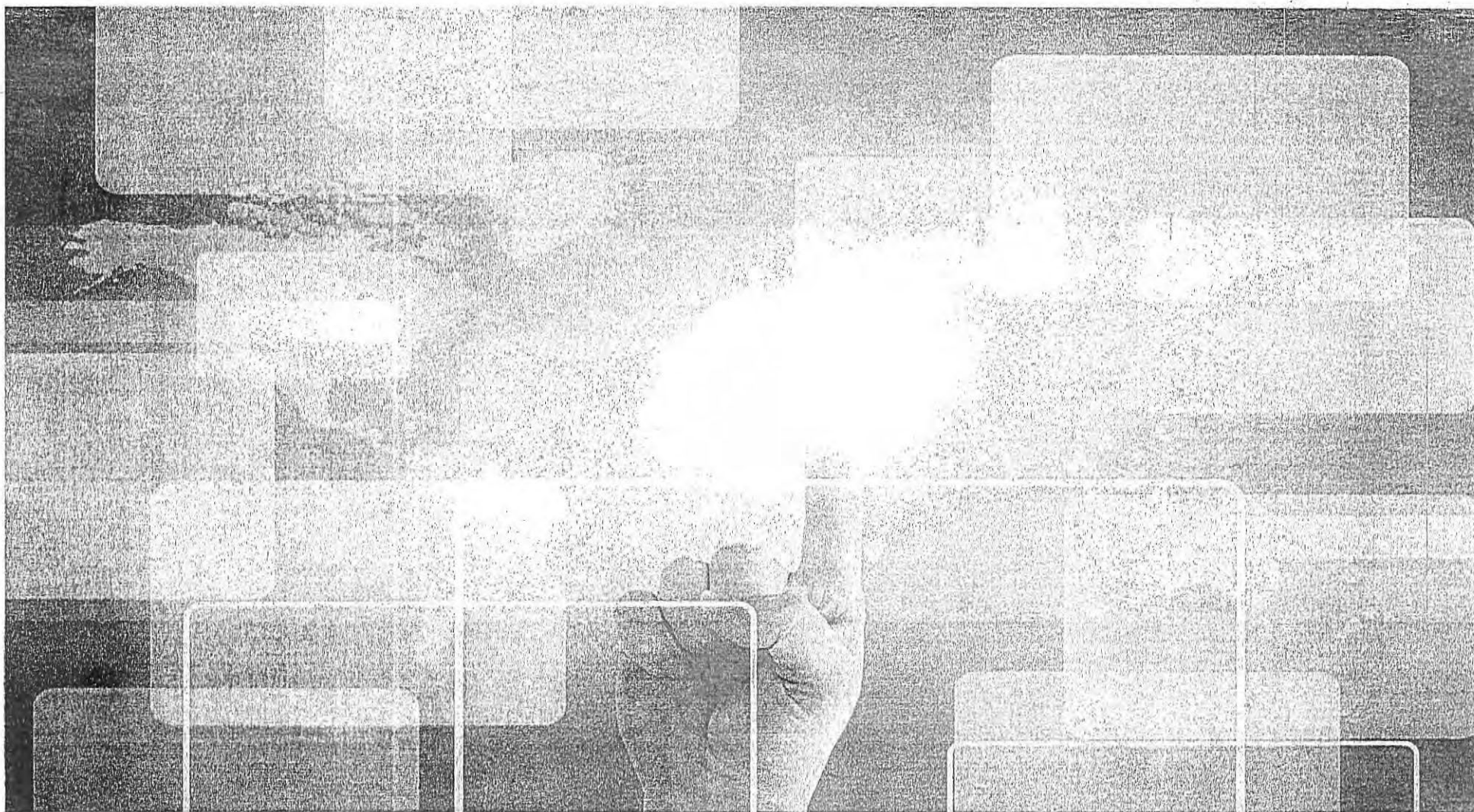
Answer: Inform the customer we will issue a refund and the customer must place a new order for the textbook. Fill out the follow-up request for credit to be issued.

18. Can the customer call us to cancel his or her textbook order?

Answer: A CSR can attempt to cancel the order if the system allows. Remember, we only have a limited amount of time to modify an order. If you are unsuccessful, let the customer know unfortunately we are unable to cancel your textbook order however you can return the textbook for a refund within 21 days. The customer must create the return through his or her account.

19. How can the CSR find the rental terms for each item in CRM?

Answer: In Order Management, under the Items Detail, scroll to the far right to see the rental term for each textbook rental.



DISNEY WEB SUPPORT CHAT- READY SET GO!

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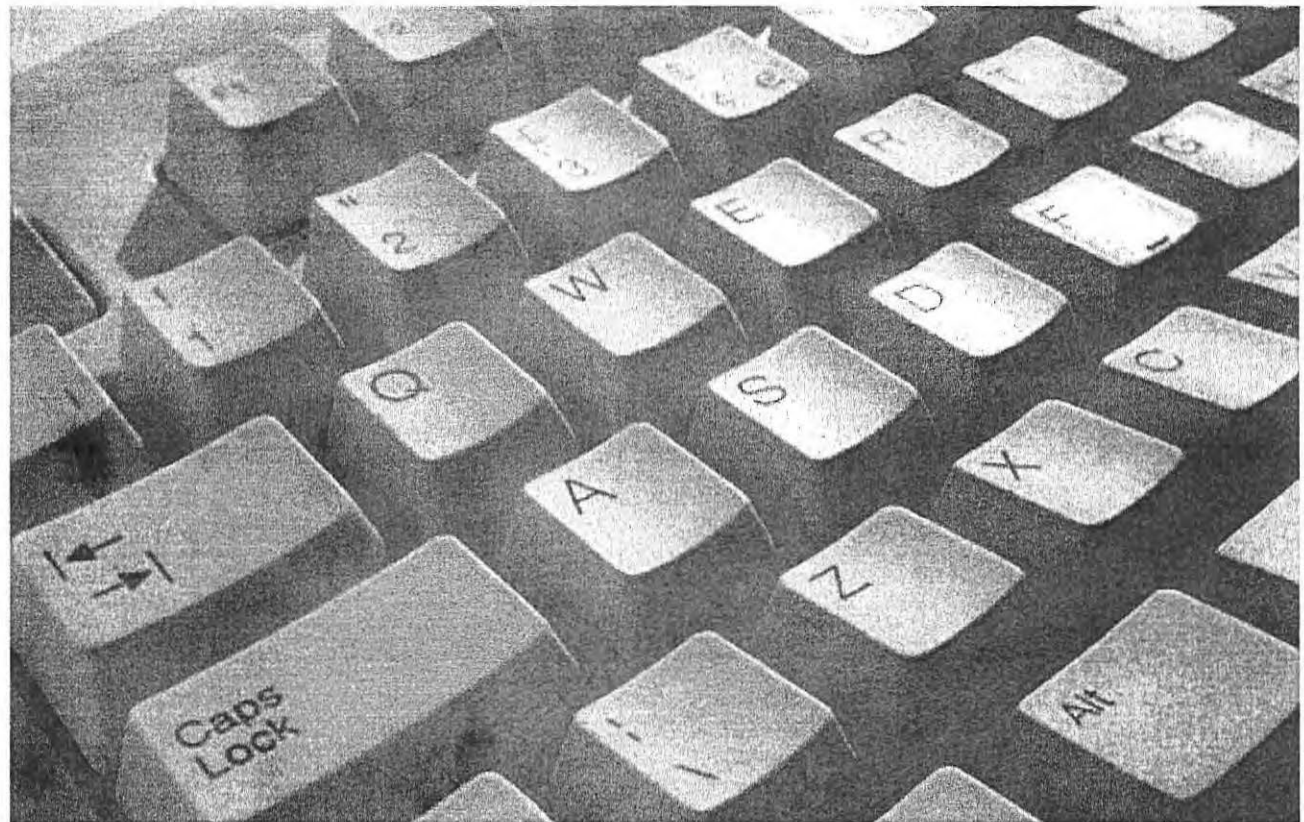
Agenda

- Introductions – Meet the PFs
- Arise Production Chat Room
- Technical Issues and Concerns
- Metrics
- Ramp to Excellence
- Pre-Select
- Next Steps
- Q & A



Introductions – Meet the Chat PFs

- PF Farrah
- PF Roslyn
- PF Terri
- PF Sabrina
- PF Christi



Arise Production Chat Room



The Purpose of the Chat Room:

- Receive assistance for current Guest concerns/issues
- Announcements on new products, tools, Town Halls
- Global alerts like system updates, outages etc.

Remember:

- Please log into Chat before you login to service
- Be efficient: the goal is to do one post that includes all the facts
- Non-critical “chatter” can cause questions & answers to be missed
- Professionalism – everything posted in chat is visible to PFs, Arise and the Client



Syllabus for the Barnes & Noble Classic (Phone & Email) Course

Certification Overview

This course will prepare CSPs to provide exceptional service and the ability to perform in the Barnes and Noble system accurately and efficiently when handling customer inquiries.

Certification for Arise Certified Professionals for handling calls for Barnes and Noble will span **twenty-four (24) days with days of application/practice** and knowledge-based materials including an assessment. Each day, time will be split between instructor led Webcasting sessions and self-paced study in Arise University.

- Attendance at all sessions, with full participation.
- Learners must pass with 80% a 20-item, open-resource objective mid-term.
- Learners must pass with 80% a 50-item, open-resource objective final.
- Pass a minimum of 3-5 graded live calls, meeting client performance standards based on QA form.

Technical support is available 24/7 at 866-771-0041 or at <http://www.arise.com> under the Support Drop-Down Menu.

Certification Learning Objectives

At the conclusion of this certification, you will be able to successfully:

- **Explain** the Barnes and Noble program and Membership Application process
- **Demonstrate** confidence in using the systems to appropriately process and check the status of customer orders and inquiries
- **Use** product knowledge to **demonstrate** expertise and value to the customer
- **Demonstrate and Recognize** business policies and procedures

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Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Assessment

Successful completion of an online assessment for certification. This course has five (5) scored exams. The **Assessments** are scored automatically on Arise U. A passing score of at least 80% is required.

Please work through all the lessons sequentially. Upon completion of the self-paced portion of the certification, you will fill in a survey to evaluate the certification.

Web Cast/Live Meeting Session: After you have completed the assigned Arise U self-paced lessons, you will attend **Live Meeting sessions** (total of 24 sessions) to review skills learned and acquire new skills.

Note: This certification syllabus is available to print out from the "Course References Page."

The following Materials are located on the Arise U Course References Page.

- Syllabus
- Enhancement Guides & Activities

(These resources may be updated periodically, so check the Course References Page for updates.)

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

LOP Day 1

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module: CSP 102

- Course Overview
- Understanding Performance Metrics
- Contracting with Arise
- Starmatic
- Arise Support Resources
- CSP 102 Quiz 1, 2, 3, & 4

Module: Pre-work Using Your Arise Service Desktop

- Assessment 1

Module: Misrepresentation Policy

- Misrepresentation Policy Acknowledgement

Web-Cast: Instructor led – 4 hours

LOP Day 1

- Log on Party: Arise Secure Desktop 2.0
- Homework: Complete Arise VPN and Citrix Production Environment Module

LOP Day 2

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module: Pre-work Arise VPN and Citrix Production Environment

Web-Cast: Instructor led – 4 hours

LOP Day 2

- Log in Party
 - Arise VPN & Citrix
 - Barnes & Noble Desktop
 - CRM Training Environment
 - Knowledge Base

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 1

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module: Arise VPN and Citrix production environment and Course Overview

Web-Cast: Instructor led – 4 hours

Day 1

- Introductions
- General Guidelines for Success
- Expectations
- Pre-work Check
- Arise/B&N Certification Process
- Systems Overview
- Performance Requirements
- CSAT Presentation
- Homework: Complete Module 1

Day 2

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 1: All Lessons

Web-Cast: Instructor led – 4 hours

Day 2

- Company Intro
- Discuss and Demonstrate how the website works
- Product Page
- Member Program
- Special Products & Orders
- Homework: Complete Module 2

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 3

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 2: All Lessons

Download and review BN Presentations (located in Curriculum Downloads)– Bring your questions to the Web-Cast session.

Web-Cast: Instructor led – 4 hours

Day 3

- Review Customer Order Process
 - Demonstrate from the customer's view on placing an order with and without an account.
- Review the Fulfillment Process
 - Show Shipping presentation
- Homework: Complete Module 3

Day 4

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 3: All Lessons

Web-Cast: Instructor led – 4 hours

Day 4

- Review Digital Products
 - Nook Books
 - Nook
 - Nook app
 - Nook Protection Plan
- Demonstrate purchasing Nook Books
- Intro to User Admin
- Placing Orders for the Customer
 - Demonstrate placing an order for the customer via CS Order Submission
- Homework: Module 4

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 5

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 4

Web-Cast: Instructor led – 4 hours

Day 5

- Review Navigating and View account Information
- Review Searching Title Inventory
- Review Providing Account Management Assistance
- Review "I Forgot My Password" presentation
- Mid-Term Exam Review
- Homework: Mid-Term Exam & Lessons 5.1 - 5.4

Day 6

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.1 - 5.4

Web-Cast: Instructor led – 4 hours

Day 6

- Roleplay

Day 7

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.1 - 5.4

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Web-Cast: Instructor led – 4 hours

Day 7

- Review Introduction to CRM
- Review KB Integration
- Review Service Request Creations Basic
- Review Creating Follow Ups
- Homework Lessons 5.5 - 5.9

Day 8

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.5 - 5.9

Web-Cast: Instructor led – 4 hours

Day 8

- Review CRM Order Details
- Review Introduction to Order Management
- Review Authenticating Customers in CRM
- Review Searching Ship to Home Orders
- Review Determining Order Status and Type
- Homework: Complete Lessons 5.10 - 5.14

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 9

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.10 - 5.14

Web-Cast: Instructor led – 4 hours

Day 9

- Review Resending an Email
- Review Reading Digital History
- Review Removing Holds and Change Pay Method
- Review Adding Promotions and Memberships
- Review Modifying Gift Info
- Homework: Module 5 (Lessons 5.15 - 5.18)

Day 10

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.15-5.18

Web-Cast: Instructor led – 4 hours

Day 10

- Roleplay

Day 11

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.15 – 5.18

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Web-Cast: Instructor led – 4 hours

Day 11

- Review Modifying or Canceling an Order
- Review Changing Shipping Address & Email Address
- Review Modifying Shipping Method
- Review Shippers and Shipping Timeframes
- Homework: Lessons 5.19 - 5.20

Day 12

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: 5.19 - 5.20

Web-Cast: Instructor led – 4 hours

Day 12

- Review Assisting the Customer with Backorders
- Review Assisting the Customer with Late/Lost Orders
- Homework: Lessons 5.21- 5.23

Day 13

Pre-work: Arise U – 2 hours

- CSP 103
 - Getting Ready for Production
 - Understanding Performance Metrics and Expectations
 - Contracting with Arise
 - Starmatic 2.0
 - Arise Support Resources

Web-Cast: Instructor led – 4 hours

Day 13

- Roleplay

Day 14

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.21- 5.23

Web-Cast: Instructor led – 4 hours

Day 14

- Review Damaged, Defective, and Wrong Orders
- Review Helping Customers with Returns
- Review Replacing Orders - Providing UPS Labels
- Homework: Lessons 5.24 - 5.25

Day 15

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.24 - 5.25

Web-Cast: Instructor led – 4 hours

Day 15

- Review Issuing RMAs
- Review Providing Gift Card Assistance
- Homework: Lessons 5.26

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 16

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Lessons 5.26

Web-Cast: Instructor led – 4 hours

Day 16

- BN Textbook Rentals
- Issuing RMAs
- Providing Gift Card Assistance
- Final Exam Review
- Homework: Module 6 Lessons: 6.1 - 6.5

Day 17

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 6 Lessons: 6.1 - 6.5

Web-Cast: Instructor led – 4 hours

Day 17

- Review Membership Program Benefits
- Review Purchasing, Enrolling, and Using
- Review Access, Navigate, and Search
- Review Reading and Explaining Profiles
- Review Replacing Lost or Stolen Cards
- Homework: Module 6 Lessons 6.6 - 6.12

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 18

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 6 Lessons 6.6 - 6.12

Web-Cast: Instructor led – 4 hours

Day 18

- Review Resolving Expired and Non Working Cards
- Review Refunds and Renewals
- Review Handling Auto Renewals, Cancellations, and Refunds
- Review Need Number and Responding to Other Requests
- Review Member Account Self-Maintenance
- Review Kid's Club
- Review Member Final Exam
- Homework: Module 7

Day 19

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 7

Web-Cast: Instructor led – 4 hours

Day 19

- Roleplay

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 20

Pre-work: Arise U - 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 7

Web-Cast: Instructor led - 4 hours

Day 20

- Review Email Service in BCM
- Review Email Assessment
- Homework: Module 8 and 9

Day 21

Pre-work: Arise U - 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 8 & 9

Web-Cast: Instructor led - 4 hours

Day 21

- Review Getting Help
- Avaya IP Agent Module
- Avaya IP Assessment Questions
- Certification Details

Day 22

Pre-work: Arise U - 2 hours

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Module 8 & 9

Web-Cast: Instructor led - 4 hours

Day 22

- Roleplay



Syllabus for the Barnes & Noble Classic (Phone & Email) Course

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Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

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(These resources may be updated periodically, so check the Course References Page for updates.)

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

LOP Day 1

Pre-work: Arise U – 2 hours

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Module: CSP 102

- Course Overview
- Understanding Performance Metrics
- Contracting with Arise
- Starmatic
- Arise Support Resources
- CSP 102 Quiz 1, 2, 3, & 4

Module: Pre-work Using Your Arise Service Desktop

- Assessment 1

Module: Misrepresentation Policy

- Misrepresentation Policy Acknowledgement

Web-Cast: Instructor led – 4 hours

LOP Day 1

- Log on Party: Arise Secure Desktop 2.0
- Homework: Complete Arise VPN and Citrix Production Environment Module

LOP Day 2

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module: Pre-work Arise VPN and Citrix Production Environment

Web-Cast: Instructor led – 4 hours

LOP Day 2

- Log in Party
 - Arise VPN & Citrix
 - Barnes & Noble Desktop
 - CRM Training Environment
 - Knowledge Base

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 1

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module: Arise VPN and Citrix production environment and Course Overview

Web-Cast: Instructor led – 4 hours

Day 1

- Introductions
- General Guidelines for Success
- Expectations
- Pre-work Check
- Arise/B&N Certification Process
- Systems Overview
- Performance Requirements
- CSAT Presentation
- Homework: Complete Module 1

Day 2

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 1: All Lessons

Web-Cast: Instructor led – 4 hours

Day 2

- Company Intro
- Discuss and Demonstrate how the website works
- Product Page
- Member Program
- Special Products & Orders
- Homework: Complete Module 2

Day 3

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 2: All Lessons

Download and review BN Presentations (located in Curriculum Downloads)- Bring your questions to the Web-Cast session.

Web-Cast: Instructor led – 4 hours

Day 3

- Review Customer Order Process
 - Demonstrate from the customer's view on placing an order with and without an account.
- Review the Fulfillment Process
 - Show Shipping presentation
- Homework: Complete Module 3

Day 4

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 3: All Lessons

Web-Cast: Instructor led – 4 hours

Day 4

- Review Digital Products
 - Nook Books
 - Nook
 - Nook app
 - Nook Protection Plan
- Demonstrate purchasing Nook Books
- Intro to User Admin
- Placing Orders for the Customer
 - Demonstrate placing an order for the customer via CS Order Submission
- Homework: Module 4

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 5

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 4

Web-Cast: Instructor led – 4 hours

Day 5

- Review Navigating and View account Information
- Review Searching Title Inventory
- Review Providing Account Management Assistance
- Review "I Forgot My Password" presentation
- Mid-Term Exam Review
- Homework: Mid-Term Exam & Lessons 5.1 - 5.4

Day 6

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.1 - 5.4

Web-Cast: Instructor led – 4 hours

Day 6

- Roleplay

Day 7

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.1 - 5.4

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Web-Cast: Instructor led – 4 hours

Day 7

- Review Introduction to CRM
- Review KB Integration
- Review Service Request Creations Basic
- Review Creating Follow Ups
- Homework Lessons 5.5 - 5.9

Day 8

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.5 - 5.9

Web-Cast: Instructor led – 4 hours

Day 8

- Review CRM Order Details
- Review Introduction to Order Management
- Review Authenticating Customers in CRM
- Review Searching Ship to Home Orders
- Review Determining Order Status and Type
- Homework: Complete Lessons 5.10 - 5.14

Syllabus for the Barnes & Noble Classic (Phone & Email) course
(continued)

Day 9

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.10 - 5.14

Web-Cast: Instructor led – 4 hours

Day 9

- Review Resending an Email
- Review Reading Digital History
- Review Removing Holds and Change Pay Method
- Review Adding Promotions and Memberships
- Review Modifying Gift Info
- Homework: Module 5 (Lessons 5.15 - 5.18)

Day 10

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.15-5.18

Web-Cast: Instructor led – 4 hours

Day 10

- Roleplay

Day 11

Pre-work: Arise U – 2 hours

- Related modules and lessons for course need to be completed prior to Webcast; activities must all be completed and will be reviewed during Webcast.

Module 5: Lessons 5.15 – 5.18